



Statistics
NTWstat

NTW®

Overview

NTWstat is the comprehensive analysis and statistic software for PBXs, which allows extensive analysis of call volumes and telephone usage. The given transparency allows to point out possible optimisation for technology, personnel and telephone charges. Using pre-defined templates individualised assessments are possible. Results may be displayed and exported in various formats (PDF, XLS, CSV). Also included: All typical operator statistics and analyses for contact centers.

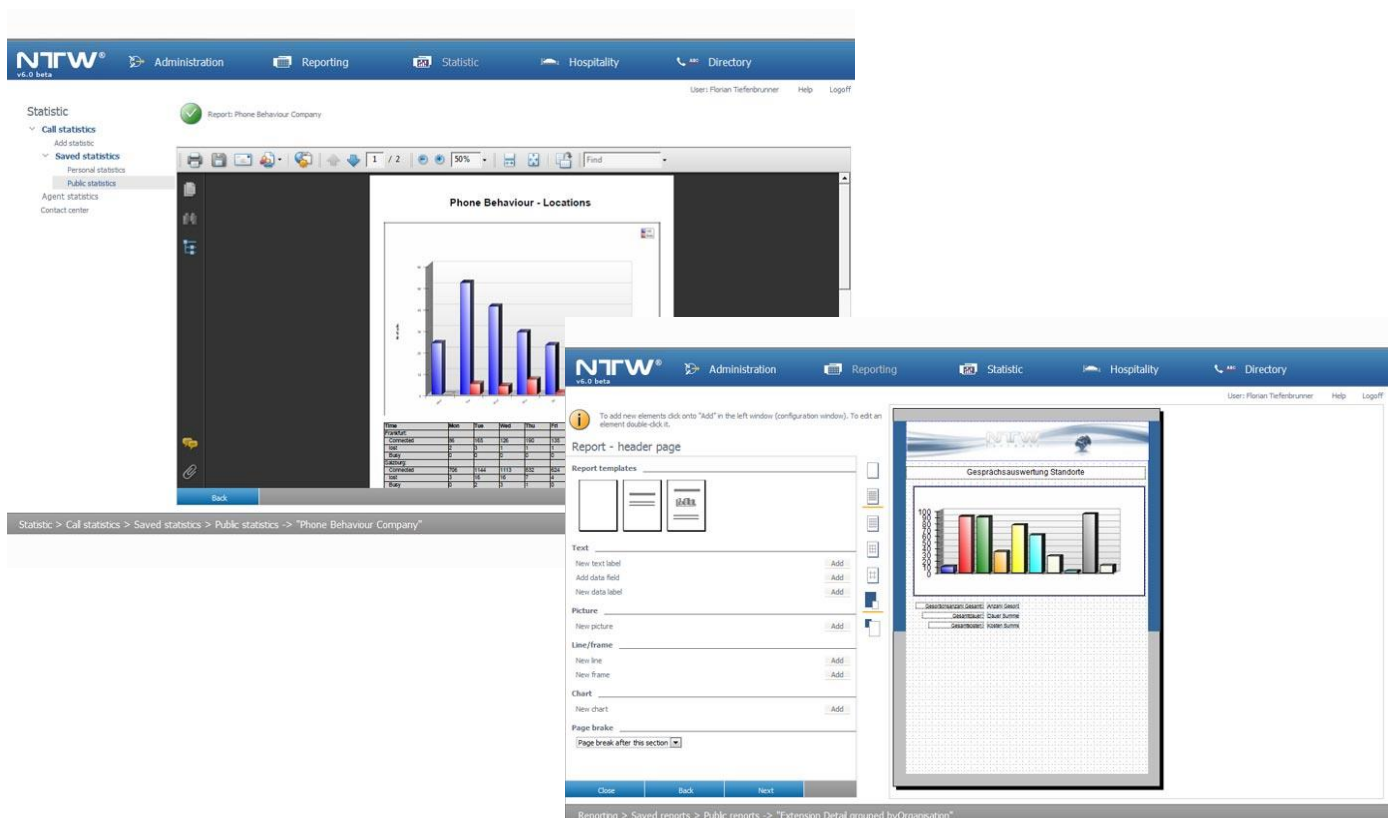
NTWstat can be supplemented by extensive analyses and statistics specially designed for contact centers. Apart from typical CDR assessments, detailed call centers reports based on queues or agents are available. Numerous, also highly customisable filter functions allow flexible reporting that leaves nothing to be desired. The graphically appealing report output is handled by the web-based Report Designer.

With release 7 **NTWstat** also allows all analysis and statistics to be performed based on huntgroup membership.

NTWstat is a statistics solution suitable for all sizes of business from single companies to global organisations – with no limits regarding size or call data records scope and including professional provider management.

 Compatible

NTWstat is tested and certified for Cisco CUCM 11.x



The screenshot displays the NTWstat web interface. The top navigation bar includes 'Administration', 'Reporting', 'Statistic', 'Hospitality', and 'Directory'. The main content area shows a report titled 'Phone Behaviour - Locations' with a bar chart and a data table. A 'Report - header page' configuration window is overlaid, showing options to add text, pictures, lines, and charts. The report preview on the right shows a bar chart titled 'Gesprächsauswertung Standorte'.

Time	Min	Max	Std	Min	Max	Std
Frankfurt	10	100	30	100	100	100
Frankfurt	10	100	30	100	100	100
Frankfurt	10	100	30	100	100	100
Frankfurt	10	100	30	100	100	100
Frankfurt	10	100	30	100	100	100
Frankfurt	10	100	30	100	100	100
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Frankfurt	10	100	30	100	100	100
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Frankfurt	10	100	30	100	100	100

GENERAL FUNCTIONS

- ✓ Supports prevalent PBX Systems (Cisco UCM, Alcatel, Avaya and many more)
- ✓ Sizeable from 25 to 250,000 extensions
- ✓ Complete administration and usage via browser: MS Internet Explorer, Mozilla Firefox, Google Chrome
- ✓ Multi-site management
 - Mixed operation of different PBX systems from one place
 - Interfaces to PBX systems via LAN, DBA, FTP, V24, Modem, Bufferbox
 - Combined, simultaneous data retrieval from multiple PBX systems
 - Definable extension / code and IP address ranges
- ✓ Automatic import and export
- ✓ Integrated scheduler:
 - Automatic generation of reports and statistics
 - Automatic email distribution (optional via integrated SMTP server)
 - Automatic recording on PC / in the network
 - Periodical planning
 - Automatic back-up
- ✓ Data import:
 - LDAP, Cisco UCM, Microsoft Active Directory, ODBC
 - CSV
 - XML webservice (optional)
 - Time-based

ACCESS CONTROL AND DATA SECURITY

- ✓ Authentication with user name and password
- optional Additional encryption of sensitive information

DATA SECURITY

- ✓ Compliant with privacy policy
- ✓ In consideration with works council requirements
- ✓ Various user-levels and access rights

USER ADMINISTRATION

- ✓ Different user-levels and access rights
- ✓ Managing of contact data
- ✓ Inserting user image
- ✓ User-based language selection
- ✓ Different user and access rights for customers / clients

ORGANISATIONAL STRUCTURE

- ✓ Unlimited number of levels
- ✓ Global organisational structure

PROVIDER AND TARIFF MANAGEMENT

- ✓ Administration of individual tariffs and tariff groups
- ✓ Import of tariff tables using CSV or XML-Format
- ✓ Time-based backward calculation

CALL STATISTICS

- ✓ Filter on organisation structure by:
 - Organisational unit (i.e. team, department, site, country)
 - Client
 - Cost center
- ✓ Selection filter by:
 - Call volume (i.e. average, period, calls per day)
 - Phone behavior
 - Answer times
 - Ringing times
 - Utilisation

CALL STATISTICS

- ✓ Selection filter on type of call by:
 - Internal
 - Inbound
 - Outbound
 - Connected
 - Not connected
 - Private calls
 - Transferred calls
 - Lost calls (i.e. amount, waiting time)
- ✓ Selection on source or target by:
 - Gateway
 - PBX
 - Caller
 - Calling number
 - Cost center
 - Reason of call
 - Hunt pilot number
 - Last transfer
- ✓ Selection on time:
 - Average illustration on hour, day, week, month, quarter, half-year, ...
 - Free assessment scheduling – per minute
- ✓ Individual thresholds:
 - Costs
 - Duration
 - Answering time
 - Ringing time
- ✓ Arrangement of results by:
 - Period
 - Organisation
 - Gateway
 - Trunk
 - User
 - Call
 - Hunt pilot number
- ✓ Individual layout design:
 - Format
 - Margins
 - Print area
- ✓ Export options:
 - PDF
 - XLS
 - RTF
 - CSV
- ✓ Report designer:
 - Free positioning and combination of all elements
 - Flexible additional text, description fields, pictures, etc.
 - Individual color arrangement
 - Unrestricted frames and lines
 - Multiple diagram options: 2D / 3D, bar /line and pie charts
 - Grid and zoom functions
- ✓ Saving of statistics:
 - Classification in personal and public
 - Allocation from statistics to user

CALL TRANSFER STATISTICS

- ✓ Statistics for:
 - Organisation / client
 - Queue
 - Agent
- ✓ Selection filter on format:
 - Call volume
 - Waiting time (trend)
 - Waiting time (number of callers)
 - Time at agent
- ✓ Selection filter on type of call:
 - External
 - Internal
- ✓ Selection filter on type of transfer:
 - Blind transfer
 - Not transferred
 - Announced transfer
 - Abortive transfer
 - Lost in queue
- ✓ Analysis of not accepted calls:
 - Forward on busy
 - Forward on idle
- ✓ Selection filter on value perimeter:
 - Caller
 - External transfer
 - Waiting time
 - Number of transfers
 - Last transfer
 - Target transfer
 - Origination called
 - External contact
 - Call reason
- ✓ Individual layout design:
 - Format
 - Margins
 - Print area
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CONTACT CENTER STATISTICS

- ✓ Queue analysis
- ✓ Activity of agents
- ✓ Call traffic measurement
- ✓ Status of agents

INTERFACES

- ✓ LDAP, Cisco UCM, Microsoft Active Directory, ODBC
- optional EDFACT
- optional SAP

System requirements

Hardware

- 2 CPUs (Cores)
- 4GB RAM
- Gigabit / Fast-Ethernet network interface card
- 80GB hard disk for installation
- Virtualisation supported (VMware & HyperV)

Software

- Microsoft Windows 2012 R2 Server
- Optional NTWcount

ICT system

- Cisco, Avaya, Alcatel, and others

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